

Waukesha County Communications (WCC)
Operations Commission
Meeting Agenda & Summary Notes

Chair – Greg Jezak

Co-Chair – Donald Wiemer

Committee Members

John Dahms, Hans Lux, Dick Manke-County Board Supervisor, Steve Marks, Matt Pinter and
Daniel Tushaus

Meeting Date: 5-3-04

Time: 1:00

Location: Admin Bldg., Room 320

Present: Michael Baniel, Michael Biagioli, John Dahms, Tom Farley, Robert Hagen, Donn Hoffmann, Robert Jacobs, Greg Jezak, Jeff Johnson, Hans Lux, Steve Marks, Matt Pinter, Scott Taubel, Richard Tuma, Daniel Tushaus, Don Wiemer

Absent: Dick Manke

Meeting Agenda

Topics(s) To Be Discussed:

1. Approval of April 5th mtg. minutes
2. System Update – Proposed Changes to Implementation Schedule
3. Protocols Committee Recommendations
4. Computer Aided Dispatch (CAD) Topics
5. Waukesha County and City of Brookfield Meeting
6. Future Agenda Items

Summary Notes

1. April 5th 2004 minutes approved.
2. System Update – Revised Proposed Changes to Implementation Schedule, April 21, 2004
Approved – Proposed Changes to the Implementation Schedule. Richard Tuma spoke to the proposed changes to the Implementation Schedule. The proposed changes are:
 - a. Convert LACS Dispatch July 13th – 16th (alleviate current staffing issues and provide WCC with trained EMD personnel).
 - b. Convert WSD Dispatch Sept. 8th
 - c. Allow GIS Dept. additional time to complete its work for the LACS communities, followed by, the entire county.
 - d. Provide for an initial 30-day test period after all systems (hardware/software) have been installed, followed by another 30-days of CAD System on all systems.
 - e. Allow for the dispatching of Phase I and II wireless dispatching.
 - f. Provide additional time for the hiring of personnel
 - g. Provide EMD dispatching capability, day one of the proposed LACS conversion
 - h. WSD would act as the immediate ‘hot’ backup siteSpecial Note. The above would not affect Spillman training schedules and the continued work efforts/schedules for the Fire/EMS and Police conversions to (Firehouse or Law Records). Commission members agreed the Communications Center would not open, until such time it was determined all aspects were in a state of readiness.

3. Protocol Committee Recommendations
Technology Protocols Committee

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Town of Brookfield, Police Department

The Waukesha County IS Dept. has recommended the conversion of the Town of Brookfield Police Dept. to the Spillman Law Records System from its current records system (Coppers) as early as Monday May 17th and no later than Monday May 31st. All required Spillman training has been completed. This conversion is separate and distinct from WSD dispatching; a separate interface is in place between the WSD Dispatch system and Spillman. Note. The Spillman System would perform the Geo-verifying of addresses at a later date. As of this writing, the approximate number of records that would be converted to Spillman is: Incidents – 6,071, dBase Incidents – 5,213 (prior to the department conversion early 2002 to Coopers System), Names - 67,967 (combined dBase and Coopers System), Property - 1,399, Vehicles – 2,798.
Approved – On a motion by Chief Tushaus, seconded by Chief Lux and unanimously approved by commission members.

Spillman SUMMIT 4.0 Upgrade (Planned release June/July 2004)

Technology Committee members agreed in postponing the Spillman software upgrade from SUMMIT 3.0 to SUMMIT 4.0 until further notice. The key reasons are:

- a) Spillman Technologies' Manager of Training and Project Manager, both recommend Waukesha County delay its software upgrade for a minimum period of six months after its official release to its customers, scheduled July 2004. Version 4.0 would be a 'beta' released product to its customer; potential software problems could occur.
- b) Implementation Schedule. Due to the proposed schedules for the conversions of the dispatch operations, all remaining training and agency conversions through Phase VI, 1st Qrt 2005.
- c) Minimal software enhancements between Version 3.0 and Version 4.0. However, there are enhancements for the Geobase and CAD modules. The Geobase enhancements are primarily "prefix" related. Note. All work activity, on behalf of the county's GIS Dept., has been based on Version 3.0. The CAD related enhancements would, in part, eliminate some of the proposed 'workarounds' for the WCC dispatchers.

Consideration would be made 1st quarter 2005 after all current participating agency conversions have been completed.

Approved – On a motion by Chief Tushaus, seconded by Chief Pinter and, unanimously approved by commission members.

- A. Requested agenda item. Discussion/possible action on security permission necessary for the creation of ad hoc reporting of data contained in the Spillman Law RMS; Crystal Reports etc).
- ✓ **5/3/04** – Based on how the Spillman System is presently designed, a user with ODBC privileges can view all agency files, without restrictions. Today, there is no way of knowing when an end user with ODBC privileges is viewing information and, no way to track the screen printing of files, forwarding information, etc. During the week of April 19th Rick McMillin, the county's Primary SAA investigated the Spillman System and conducted preliminary testing. With a probability of 98% certainty, and as to Police Protocols April 22nd Rick has discovered a means that would allow participating agencies users with ODBC privileges the ability to create ad

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hoc reporting and, limit their view of other agency 'partitioned confidential files'. If further testing proves the above testing would not provide for this option, Mike Biagioli, representing the County's Information Services Dept., committed to developing an alternative. ***Approved*** – On a motion by Chief Wiemer, seconded by Chief Lux and, unanimously approved by commission members, it was agreed the recommended concept would satisfy the agencies needs in creating ad hoc reporting and, eliminate concerns about authorized agency personnel viewing restricted agency files. Note. Final testing will be concluded and reported back to the DOC at its June 7th mtg.

- ✓ ***4/5/04*** – A brief explanation was provided specific to the Spillman System and Open Database Connectivity (ODBC) privileges and, the current level of security privileges the assigned county's Spillman Application Administrators (SAA's) have been authorized, to maintain the Spillman System for all participating agencies. Discussions of expanding these privileges to participating agencies were heard. Chief Wiemer spoke to a concern; those given ODBC privileges could view all agency files, without exception. Attendees presented alternative options. On a motion by Chief Lux and seconded by Chief Tushaus, it was agreed the Technology Protocols Committee make recommendations at the May 3rd DOC mtg.

B. Requested agenda item. Discussion and possible action on security permission and access to the personnel module for the purposes of maintaining department information.

- ✓ ***5/3/04*** – At the Technology Protocols mtg held April 6th, it was explained that an agency who has purchased the Spillman 'Personnel' module, as with all other secondary modules, have full access privileges (add, modify, delete permissions). The agency decides who will be assigned these privileges. This scenario does not require the intervention of a county assigned Spillman Applications Administrator (SAA). Refer to the presentation titled 'Overview: Authorizations and Responsibilities dated April 15, 2004 for further clarification of privileges assigned to the county's SAA's and UNIX Administrator.
- ✓ ***4/5/04*** – On a motion by Chief Lux and seconded by Chief Tushaus, it was agreed the Technology Protocols Committee make recommendations at the May 3rd DOC mtg.

C. Agency and WCC Milestones 2003 - 2004

- ✓ ***5/3/04*** – Donn Hoffmann spoke to the document titled 'Agency and WCC Milestones 2003 - 2004' used for the tracking of progress of work efforts by all protocol and assigned Waukesha County Departments leading up to all agency and dispatch conversions. This document would be issued, per subsequent updates on a regular basis and, made available on the county's Internet site.

Police Protocols Committee
Statute and Municipal Ordinances

The Police Protocols Committee requested the development of a Standard Operating Procedure (SOP) for the purpose of accepting new municipal 'Municipal Law

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Ordinances' for entry into the Spillman System. Refer to handout titled 'Waukesha County Communications – Law Ordinance Request, dated April 15th, 2004.

Approved – On a motion by Chief Tushaus, seconded by Chief Dahms and, unanimously approved by commission members.

Spillman Booking Records Process

Based on a meeting held April 21st and represented by LACS – PD's (City/Village of Pewaukee, City of Delafield, Villages of Chenequa and Hartland and Town of Brookfield), Waukesha County Sheriff Dept. and, Waukesha County IS Dept., it was agreed the following Spillman 'Booking Records Process' would be implemented between participating police agencies and the Waukesha County Sheriff's Dept.:

- a) WSD – Jail would have full-modify privileges of all participating agency's Booking Records (full booking, non-custodial booking and, supplemental booking).
- b) All participating agencies would have full-privileges of its Booking Records and, 'view only' privileges of other participating agency Booking Records.
- c) All Booking Record numbers would be assigned from a general pool for internal purposes, only. These assigned 'booking' numbers are separate and distinct from the Spillman Incident reporting (IR) number.
- d) Alert designation for "interviews, etc." would be indicated by a 'flag' option.

This agreed upon process between the participating agencies and WSD would ensure the integrity of data being entered into the Spillman System and, minimize/eliminate the duplication of work effort.

The Police Protocols Committee approved the proposed Spillman Booking Records Process at its April 22nd meeting.

Approved – On a motion by Chief Tushaus, seconded by Chief Pinter and, unanimously approved by commission members,

Fire/EMS and Police Protocols Committees – N/A

4. CAD Topics

- A. Requested agenda item. Discussion and possible action on access to the necessary software and digital audio files needed to access WCC calls by client agencies for criminal investigative, internal investigative, open records and DA ordered preservation purposes.

5/3/04 – A report will be presented by Richard Tuma at the DOC June 7th mtg.

✓ **4/5/04** – Richard Tuma requested time must be allowed for the installation, training and testing of the system, first, before a recommendation could be presented allowing agencies direct access to the digital recordings. Chief Wiemer stated this topic goes back to the proposed Open Records Policy. On a motion by commission members, it was agreed to table this topic until the May 3rd DOC mtg.

- B. Management Control (Cooperation) Agreements

Requested agenda item. Move to adopt language set forth in the City of Brookfield draft of the inter-agency agreement governing the release of records held by the WCC and contained within the Spillman Law RMS.

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- ✓ **5/3/04** – Based on a meeting held on April 20, 2004 between the City of Brookfield and Waukesha County, it was agreed this agreement is no longer a requirement and can be closed. Refer to item #5 below.
- ✓ **4/5/04** – Speaking on behalf of the City of Brookfield, Attorney Vince Moschella presented to commission members his understanding of the difference between the proposed agreements; City of Brookfield and Waukesha County. Mr. Moschella stated the key issue was the definition of ‘custodial’. Chief Tushaus stated his concern about the length of time it has taken to resolve this issue and, that this was a ‘policy’ issue not a ‘legal’ issue. Richard Tuma made known a meeting was to be held between Mr. Moschella and Mr. Tom Farley. Chiefs Lux and Tushaus made a motion to approve the language set forth in the City of Brookfield draft of the inter-agency agreement governing the release of records held by the WCC and contained within the Spillman Law RMS. Dick Manke, Deputy Inspector Steve Marks and Chief Wiemer objected in not having representation from Waukesha County Corporation Counsel, present. Chief Wiemer said he was concerned that item ‘C’ on the proposed City of Brookfield document did not address the situation when multiple agency assistance has been requested and the subsequent release of records pertinent to this circumstance. (Refer to ‘Waukesha County Communications, Operations Commission – Protocol Committee Approvals’, May 5, 2003, item number 11 for clarification.) There was also concern it was the first time commission members had seen the City of Brookfield’s proposed agreement and, Mr. Farley or designee was not present, when requested at the last commission meeting. Commission members agreed to table this topic until the April 19th DOC mtg.
- ✓ **1/22, 3/1** – Committee members and guests spoke to the draft documents submitted by the City of Brookfield and the Waukesha County Corporation Council and, a letter from the State Attorney General Office regarding a Public Records Policy. (Refer to ‘Handouts’ for titles, etc.) Speaking on behalf of the City of Brookfield was Mr. Dean Collins, Assistant police Chief and Mr. Tom Farley, Waukesha County Corporation Council. On a motion made by Mr. Daniel Tushaus, Chief of Police, City of Brookfield, committee members agreed that Mr. Collins, Mr. Farley and Mr. Vince Moschella, Assistant City Attorney, Brookfield meet with the State Attorney General Office to seek further clarification on this issue. It was also agreed this matter would be presented to the Fire/EMS Protocols Committee for information purposes.
- ✓ **12-11/18, 1/8/04** – In-process (Tom Farley-Corporation Council, City of Brookfield-Attorney, Attorney General, etc)
- ✓ **9/25/03** – Tom Farley confirmed that the Standard Operating Procedure (SOP) document would be acceptable for the WCC to use as it moves forward in developing its operating policies and procedures and, with participating agencies. The Police Protocols committee recommended it would be in the best interest for all parties if a ‘binding’ agreement were developed between the WCC and the participating agencies to address the release of records. Richard Tuma will meet with Tom Farley for input in creating an Intergovernmental Agreement between the County and all participating agencies relating to the handling of this information.

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- ✓ **9/8/03** – The Operation Commission requested a discussion begin with Waukesha County Corporation Counsel regarding cooperation agreements between participating agencies that would rely upon one another for additional support, if warranted. Based upon these agreements, formal ‘response plans’ would be created and programmed into the new computer aided dispatch (CAD) software system.
The example given that is in place by some agencies was the ‘Joint Powers Agreement’.
- C. Requested agenda item. Require the WCC to adopt a policy/procedure requiring dispatchers to verify and up-date all caller/complainant information received by the WCC against the Spillman records management system database (whenever practicable).
 - ✓ **5/3/04** – Approved by Richard Tuma, WCC Operations Manager.
- D. WCC/ City of Waukesha Backup Agreement
Begin discussions with the City of Waukesha relating to their dispatch operation as an interim backup site for the WCC.
12/11/18, 1/8/04, 1/22, 2/2, 3/1, 4/5, 5/3 – In-process (Tom Farley; Corporation Council).
- E. Open Records Policy Agreement
 - ✓ **5/3** – ***Approved*** – On a motion by Chief Lux, seconded by Chief Wiemer and, unanimously approved by commission members, the ‘Waukesha County Communications – Public Records Policy’ dated April 28, 2004. DOC members agreed in having Waukesha County send a letter to all participating municipalities (Elected Officials, Fire/EMS Chiefs and Police Chiefs), requesting they return a signed copy of this agreement by end of business day Wednesday June 30, 2004.
- F. Commission Purpose and Function
 - ✓ **5/3/04** – Refer to Item 5 below.
 - ✓ **4/5** – Commission members raised questions regarding its purpose and function. Copies of a non-titled/non-dated memo speaking to this subject were handed out. Chief Tushaus asked that contact be made with Waukesha County Executive Dan Finley to clarify where issues go beyond the Dispatch Operation Commission.
- G. Waukesha County Sheriff’s Department
 - ✓ **5/3/04** – Converted to Spillman Incident Reporting, Monday March 29th.
 - ✓ Conversion to Civil Process: May 3rd.
- H. Mobile Data Computing (Michael Biagioli)
5/3/04 – Office of Justice Assistance, Urban Grant Program would make available \$660K to Waukesha County, \$800K to Milwaukee County (owner of grant), and \$400K to Washington County; the State would retain 20% of the total. Mike and Jim Malueg would approach the State to acquire additional funds that would provide Waukesha County the balance of needed money for this entire project. A countywide RFP process is tentatively scheduled to begin

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this summer with the project implementation in 2005. Projected funding would cover the initial purchase and implementation of the technology and, the first year of maintenance. Preliminary cost projections: Motorola - \$4,000 per vehicle. The WIFI option would be under \$150.00 per vehicle.

I. Waukesha County Communications (Facility)

5/3/04 – Open House May 8th

Painting of exterior and landscaping in process; phone systems 98% completed; radio systems 97% completed; CAD testing in progress; and digital recorder system installed/training concluded.

5. Waukesha County and City of Brookfield Meeting

On Tuesday April 20, 2004 at 12:30PM the following persons attended a meeting in the City of Brookfield Common Council Chambers:

Mayor Jeffrey Speaker
Director of Administration Dean Marquardt
A/City Attorney Vincent Moschella
Police Chief Daniel Tushaus
Assist. Chief of Police Dean Collins
Dir. of Services/Police Joe Amodeo
Fire Chief John Dahms
County Executive Dan Finley
Chief of Staff/Co. Allison Bussler
County Corp. Counsel Thomas Farley
DPW Administrator/Co. Richard Tuma
WCC Administrator Richard Tuma

While a variety of issues were discussed, including but not limited to; Open Records, access rights to CAD and RMS databases, and ODBC rights, the primary purpose of the meeting was to determine or clarify the authority of the Dispatch Operations Commission (DOC). A discussion ensued as to whether Brookfield and other participating entities were customers or partners with Waukesha County on the Communications Center initiative. Mr. Finley stated from the beginning he has stated that the initiative was a partnership. The discussion then continued, focusing on a variety of operational issues which always came back to the authority of the DOC to make non-economic, operational policies. This included a lengthy discussion of the Open Records issue as to who would have custodial rights to the dispatch, CAD, and RMS data as well as access to those databases and recordings. Mr. Amodeo stated that this was an essential prerequisite for the City from the beginning in order for the City of Brookfield Police Department to process citizen inquiries, complaints, criminal and internal investigations and Open Records Requests. It was reiterated that the service obtained from the WCC was to be at least equal or better than the service and data access the Police and Fire Departments currently enjoy. Mr. Finley stated that we would have the access we were requesting from Dispatch, CAD and RMS.

Consensus was achieved on the County's sole authority on economic issues. Mr. Finley stated that the DOC has policy-making authority on all non-economic operational issues. The obvious was also stated that the DOC could not approve anything that was patently illegal. What was left unresolved was what would happen if the DOC approved a policy

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item that Mr. Tuma or Mr. Bolte disagreed with. If Mr. Finley supported Mr. Tuma or Mr. Bolte's position, Mr. Finley stated he would appear before the DOC to explain his position and to engage in further discussions with the DOC in order to achieve a mutual agreement.

Mr. Finley stated that the authority of the DOC was described in a memo dated March 18, 2003, entitled "Dispatch Operations Committee." The consensus of the assembled parties was that the March 18, 2003 memo was still operative since Mr. Finley confirmed his support of it. It was also clarified that the DOC's authority extended from the Communications Center operations and CAD to shared RMS.

The discussion then changed to open records authority. Mr. Finley agreed that the County would absolutely not release any dispatch or RMS information pertaining to Brookfield, or any other participating entity, without the participants' prior agreement. Mr. Finley stated that he would grant "sole control" over Brookfield records to the City of Brookfield. Assistant City Attorney Moschella suggested that the Open Records agreement be drafted to avoid the use of the word "custodian" inasmuch as the County believes that it remains the custodian of the data as the owner and operator of the WCC. Assistant Police Chief Collins stated that the Attorney General opined that both Mr. Moschella's proposed draft and Mr. Farley's proposed draft comported with the Open Records Law. Therefore, the selection of an Open Records procedure was not a legal matter but a policy decision. Mr. Moschella stated he would work with the City Police Department in creating a draft Open Records agreement that avoided using the word "custodian" for review by the County Corporation Counsel, Mr. Tom Farley.

The meeting concluded at about 2:30PM.

6. Future Agenda Items

- A. Update to final testing allowing agencies ad hoc reporting privileges.

Handouts:

- Revised Proposed Changes to Implementation Schedule, April 21, 2004.
- Waukesha County Communications – Law Ordinance Request form and attachments.
- Waukesha County Communications – Public Records Policy, April 28, 2004
- WCC Dispatch Commission 5/3/04, Fire/EMS Protocol Committee Report

Requested Attendees:

Requested Documents:

Special Request. The Operations Commission approved that a 'special' meeting be held Monday April 19th. The purpose would be to address the agenda items listed under item number 5, above.
4/15/04 – Cancelled due to vacations and a scheduled meeting on April 20, 2004 between the City of Brookfield and Waukesha County. Optional meeting scheduled for May 17, 2004, cancelled by commission members.

**Next Meeting: Monday June 7th 2004
Waukesha County Communications**

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Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature: _____

Date: _____